



A JOINT BULLETIN FROM CHESHIRE PATHOLOGY SERVICES

URGENT INFORMATION

MARCH 2015

ESSENTIAL SOFTWARE UPGRADE

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DOWNTIME OF LABORATORY COMPUTER SYSTEM

Tuesday 24th March 08.00am – 11.00am

The essential upgrade to Lab Centre Software will be taking place on Tuesday 24th March 2015 from 08.00am until 11.00 am, during this time staff on the wards will not be able to access any results on the laboratory browser.

- Results on the laboratory computer system will be available up until 07.30am on Tuesday 24th March.
- The requesting process will not be affected and samples will still be processed, however we will be unable to provide calculated parameters (e.g. eGFR, Adjusted calcium, globulin, Urine Protein Creatinine ratios) during this time.
- ALL urgent or critically abnormal Biochemistry and Haematology results will be phoned through to the requesting officer/ward.
- Please review as many results as possible before this time as it will not be possible for users to access previous records/results during the downtime. If you urgently require specific patient results during this time dedicated results lines have been set up as follows:

Biochemistry : Ext 1828

Haematology: Ext 1807

Microbiology: From 08:00h on Tuesday 24th there will be staff available for technical enquiries in the Department (01625 661812)

- ALL urgent or critically abnormal Biochemistry and Haematology results will be phoned through to the requesting officer/ward.
- From 8 am until 11 am on Tuesday 24th March the Transfusion department will have to return to issuing blood and blood components with relevant hand written paperwork. Please only make urgent requests during this time as this will slow the process. Due to the connectivity to Labcentre the **Bloodhound system** will also be **unavailable** during this time. The wards will have to return to signing out all blood products from the register and carrying out checks via the paperwork system. Please note that the critical care blood bank fridge will also not be in use during this period. Users may experience some delay in receipt of results from samples taken during the morning of 24th March, but we aim to keep this to a minimum and results should be available for transmission by lunchtime on 24th March.
- The Microbiology Department will only process urgent on call work as defined in the user manual. The results will be phoned.
- Cellular Pathology results (Histology, Diagnostic Cytology and Post Mortem) will not be available for the duration of the outages.

- The laboratory will not be able to process “additional requests” until the upgrade has been completed, therefore a further sample will need to be taken.

Please limit calls to the laboratory unless absolutely necessary during the downtime period as this may delay urgent enquires being dealt with.

If you have any questions or wish to discuss further please do not hesitate to contact the laboratory.

We apologise for any inconvenience this may cause and thank you for your co-operation.

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